

42. (New) A method according to Claim 30, wherein the operation of retrieving traffic load information from an ACD comprises:

retrieving traffic load information for an inbound trunk group connected to the ACD;
and
retrieving traffic load information for an outbound trunk group connected to the ACD.

43. (New) A method according to Claim 42, wherein the operation of retrieving traffic load information from an ACD comprises:

retrieving traffic load information for an inter-machine trunk (IMT) that interconnects the ACD with a second ACD.

44. (New) A method according to Claim 43, wherein the operation of presenting the graphical representations in a graphical user interface comprises:

presenting a graphical representation of traffic load for the inbound trunk group in the graphical user interface;
presenting a graphical representation of traffic load for the outbound trunk group in the graphical user interface; and
presenting a graphical representation of traffic load for the IMT in the graphical user interface.

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(New) A method according to Claim 30, wherein:

the operation of generating graphical representations of respective traffic loads comprises generating multiple bar graphs to depict respective traffic loads for the multiple trunk groups, based on the traffic load information from the ACD; and

the operation of presenting the graphical representations in a graphical user interface comprises presenting the multiple bar graphs in the graphical user interface.